

## What is COMPASS?

**COMPASS**—Commonwealth of Pennsylvania Access to Social Services—is a first in the nation service that enables Pennsylvanians to apply for social service programs online!

**COMPASS** serves as a single access point for a wide variety of programs including healthcare coverage, food stamps and cash assistance benefits. By using **COMPASS**, consumers—and the professionals they work with—can apply at any time during the day or night from a home, library, healthcare clinic, community center . . . any location with Internet access.

**COMPASS** also enables community business partners to assist with online applications. PowerUser is a tool that streamlines the application process. If you are a professional organization that assists Pennsylvanians in need, you might be eligible for Community Partner status that enables you to use PowerUser. For more information, visit the home page and click on “Sign up to be a Community Partner.”

**COMPASS** is the product of cooperative efforts by the departments of Public Welfare, Insurance, Health and Aging, along with county governments, medical providers, community-based organizations, advocates and others. It can be reached directly at [www.compass.state.pa.us](http://www.compass.state.pa.us) or through the PA PowerPort—[www.state.pa.us](http://www.state.pa.us). Healthcare professionals, consumers and other important stakeholders have participated throughout the implementation and now provide helpful feedback.

## What are the benefits of COMPASS?

**Apply.** COMPASS uses the Internet to provide an easy, convenient application process for Pennsylvania’s social service programs. It is a simple and fast way to complete the application process online. While necessary verification documents must be mailed within 30 days, the process begins as soon as the user clicks “Submit Application.”

**Self-Screening.** COMPASS allows Pennsylvanians to screen for social service programs including the School Breakfast and Lunch Program. After the prospective applicant completes a short questionnaire, COMPASS determines if the applicant is potentially eligible for social service programs. The information can then be transferred immediately to an application.

**Multilingual.** All COMPASS applications are available in English and Spanish. An additional ten languages are used to tell Pennsylvanians the purpose of COMPASS and how they may obtain assistance to complete the application.

**Secure, Private and Confidential.** Personal information is protected through an encryption process and private user identification/password. The encryption process protects the information during electronic transmission, and the user identification/password ensures confidentiality when the application is received.

**Track an Application.** Using their private user identification/password applicants can check the status of their application after it is submitted, or they may suspend the application for up to 30 days in order to gather additional information.

**E-Sign.** A future enhancement of COMPASS will include the implementation of E-Signature. Pennsylvanians will be able to expedite the application process by verifying their identity and electronically signing their application through a secure Internet connection.

COMPASS represents the best in social services technology in service of families who need it most. Check out the benefits of using COMPASS by visiting the website at:

[www.compass.state.pa.us](http://www.compass.state.pa.us)



# Commonwealth of Pennsylvania Access to Social Services

[www.compass.state.pa.us](http://www.compass.state.pa.us)

COMPASS offers applications  
and screening for:

- Cash Assistance
- Energy Assistance (LIHEAP)
- Food Stamp Benefits
- Healthcare Coverage
  - adultBasic
  - Children's Health Insurance Program (CHIP)
  - Medicaid
- Home & Community-Based Services
- Long Term Care



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Apply Online for  
**SOCIAL SERVICES**  
in  
**PENNSYLVANIA**



*Commonwealth of Pennsylvania  
Edward G. Rendell, Governor*